



Executive Office of Health and Human Services
Provider Data Management
New VG Provider Deployment Checklist

The Executive Office of Health and Human Services (EOHHS) developed this checklist of “things to do” in order to ensure a smooth deployment. Every provider will need to:

☐ **1. Assign a Provider Data Management Liaison**

This individual will be responsible for ensuring that your organization identifies the individuals who should obtain security passwords. The PDM Liaison is also responsible for the distribution of orientation and training materials and activates this service within two weeks of the scheduled activation date. As soon as you have designated a PDM Liaison, please email the following information to: pos.pdm@massmail.state.ma.us.

- PDM Liaison Name
- Address
- City, State, Zip Code
- Telephone Number
- Fax Number
- E-mail Address

☐ **2. Read and Sign the EOHHS Virtual Gateway Services Agreement**

The EOHHS Virtual Gateway Services Agreement sets forth the terms and conditions to which your organization must agree in order to obtain access to the Virtual Gateway. The EOHHS Virtual Gateway Services Agreement must be signed by an officer of your organization who has the legal authority to sign on behalf of your organization, as evidenced by your organization’s charter or bylaws.

☐ **3. Read and Sign the EOHHS Virtual Gateway Designation of Access Administrator Form**

Each organization must designate an individual to be an “Access Administrator” for the Virtual Gateway. Access Administrators are the liaisons between EOHHS and the organization and its users for issues relating to account information and general access. Specifically, the Access Administrator is responsible for approving, modifying, or removing user access privileges to the Virtual Gateway. Information about the Access Administrator must be included in the Designation of Access Administrator Form, which must be signed by an officer of your organization who has the legal authority to sign on behalf of your organization, as evidenced by your organization’s charter or bylaws.

Please send the EOHHS Virtual Gateway Services Agreement and the EOHHS Virtual Gateway Designation of Access Administrator Form to the following address:

**EOHHS Virtual Gateway Operations
2 Boylston Street, 6th Floor
Boston, Massachusetts 02116**



4. Read the Virtual Gateway Enterprise Role Descriptions and Complete the Virtual Gateway User Request Form

The User Request Form for Virtual Gateway Access must be used to add, change, or delete individual user account information for all business services accessed through the Virtual Gateway. The Access Administrator may submit user account requests to Virtual Gateway Operations on an ongoing basis. When completing the form, please be sure to indicate the appropriate role. Although a detailed description of a variety of roles is provided, we are inviting you to sign up for the Provider Data Management's 'Data Entry Administrator' and/or 'Provider Reviewer' role(s). Approval for access to any other business services requires prior approval through EOHHS. If interested in any of these business services, please contact the Virtual Gateway Help Desk for more information. All requests for individual user access are subject to EOHHS's approval.

Unique four-digit PIN: Users must select a unique four-digit PIN (numeric) when new user accounts are requested. This information must be provided to the Virtual Gateway Help Desk when calling to reset any password. Users should select the last four-digits of their Social Security Number or the month and day of your date of birth (MMDD).

Please fax the Request Form for Virtual Gateway Access to: (501) 643-5312.

Please note: In order to issue user accounts in conjunction with your scheduled go-live date, all of the items mentioned above must each be completed and returned to Virtual Gateway Operations.

If you have specific questions about Virtual Gateway access or any of the enclosed documents, please contact the **Virtual Gateway Operations Help Desk** at: **1(800) 421-0938**.

Once you have sent in all proper documentation to the Virtual Gateway Helpdesk; you will receive an email with your new user name and password. Please use the following steps in order to complete your Provider Data Management profile.



1. Log into the Virtual Gateway at <http://www.mass.gov/eohhs>



- Click on
- Click on the "login" link.
- Use your user name and password - *Please note* that when you first log into the Virtual Gateway, you will be prompted to change your password.
- On the right hand side, you will see a "Services" box. Click on Manage Provider Data.



2. Complete Provider Data Management Profile

- Click on the "Update General Information" link on the Provider Business Services Page.
- Complete the required fields.
- When finished, SAVE your profile.
- Send an email to pos.pdm@massmail.state.ma.us to let us know you have completed your profile.